

CHANGES TO THE AGREEMENT PERTAINING TO THE TRANSPORTATION OF PARCELS

OVERVIEW OF CHANGES TO THE CUSTOMER AGREEMENT AS OF JULY 1, 2025

The agreement pertaining to the transportation of parcels will be amended as of July 1, 2025, as follows:
Contract supplements/adjustments are underlined; deletions are ~~crossed out~~.

1. ADJUSTMENTS TO THE TERMS AND CONDITIONS

Section	Content change	Background
Supplement in 2.1	Acceptance of the prepared shipments either at the Sender's premises or at DHL retail outlets / agencies / parcel centers (<u>acceptance however within Germany, only</u>).	Clarification
Change in 4.4	Events beyond DHL's control may result in changes to the effective cost of carriage. Such events may include, but are not limited to, the introduction or modification of taxes, fees and levies, state-imposed transport restrictions, <u>requirements or demands</u> , price changes in personnel expenditure imposed on DHL under collective Agreements or by law, changes to fuel prices , or changes in statutory liability	Individual price adjustment cases deleted
Supplement in 10.3	The sole place of jurisdiction for any disputes deriving from the (framework) Agreement and all individual contracts of carriage Agreements within its area of applicability shall be Bonn, Germany, <u>insofar as this does not conflict with any mandatory statutory provisions. The above agreement on the place of jurisdiction shall take precedence over the jurisdiction clauses in the General Terms and Conditions referred to in § 1.2.</u> In the case of cross-border transports subject to the CMR, it shall apply as an additional agreement at the <u>place of jurisdiction in accordance with Art. 31 CMR</u> ; in the case of Art. 39 CMR, it shall not apply. German law shall apply.	Adaption of place of jurisdiction

2. ADJUSTMENTS OF SERVICE SPECIFICATIONS

Section	Content change	Background
DHL Paket/ DHL Paket international & bulky goods national and international	<u>GENERAL CONDITIONS</u> - <u>For the shipment of mattresses, special shipping guidelines must be observed. Please see 'fact sheet shipment contents' at DHL packaging tips for shipping your parcels DHL Business Customers</u>	Supplementary guidelines for the shipment of mattresses
	<u>SERVICE DESCRIPTION</u> GoGreen Plus offers the following services: - <u>Reduction of shipping-related CO₂e emissions with Deutsche Post and DHL through investment in additional CO₂e reduction measures in the Deutsche Post and DHL logistics network in Germany (insetting, e.g. through the use of e-vehicles or CO₂e-reduced fuels). The individual greenhouse gas emissions of the sender's shipments are reduced; however, the reduction measures do not have to be implemented directly in the transportation and/or delivery of the sender's shipments. The carbon accounting for the reduced CO₂e emissions is handled using the book-and-claim method.</u> - <u>Accounting recognition of the reduction in CO₂e emissions against the sender's shipping emissions.</u> - <u>Calculation of CO₂e shipping emissions based on internationally recognized standards (e.g. Green House Gas Protocol, EU standards, GLEC standard), which is verified by an external auditor (see also under "CO₂e Report").</u> - <u>Verification of the insetting measures and underlying processes by an external auditor.</u> - <u>Provision of an annual certificate for the customer-related CO₂e emissions in the previous year detailing the reduction effect through GoGreen Plus.</u> - <u>In the event of a return (e.g. due to refusal of acceptance; undeliverability) automatic booking of the GoGreen Plus service for the return, i.e. reduction of the emissions and billing of the GoGreen Plus service fee.</u>	
GoGreen Plus		New service
	<u>REQUIREMENTS</u> - <u>Contractual and systemic activation for GoGreen Plus</u> - <u>Only possible with EDI data transmission</u> - <u>Sender compliance with the GoGreen Plus service guidelines issued by DHL regarding the use of the certificate and the advertising materials provided (logo, photos and texts)</u>	
	<u>CAN BE COMBINED WITH</u> - <u>DHL Paket</u> - <u>DHL Retoure (excluded: DHL Retoure as a provided label)</u> - <u>DHL Kleinpaket</u>	
	<u>GENERAL CONDITIONS</u> -	
Return Fee	In addition to that, in case of parcels if: - - <u>Shipment returned due to court-issued mail interception order against the recipient.</u>	Addition
Routing Code	<u>SERVICE SPECIFICATION:</u> - <u>...</u> - <u>DHL is entitled to charge a coding fee if the postal routing code / international routing code is faulty or illegible so that corresponding items need to be processed in our letter or parcel centres.</u>	Addition of products

	<p>APPLIED TO</p> <ul style="list-style-type: none"> - DHL Paket - DHL Paket Production-Based Billing - DHL Retoure (excludes: DHL Retoure as a provided label) - DHL Kleinpaket - Warenpost International / Premium - DHL Europaket 	
	<p>SERVICE SPECIFICATION</p> <ul style="list-style-type: none"> - In addition to the parcel price for the products mentioned here, a surcharge will apply for each shipment (package) during peak times in the months of November and December to ensure necessary measures for processing of the disproportionately increasing shipment volumes. - This surcharge will be applied independently of any additional surcharges (especially the peak surcharge). - The exact period will be determined by DHL each year by July 1 and can be viewed at www.dhl.de/zuschlaege. - Determining the surcharge billing is the first entry in the DHL track & trace system, which is usually the initial scan at the first parcel center during the peak times. 	
	<p>REQUIREMENTS</p> <ul style="list-style-type: none"> - = 	
Peak-in-Peak surcharge	<p>APPLIED TO</p> <ul style="list-style-type: none"> - DHL Paket - DHL Retoure - DHL Retoure with Pick-up and Label - DHL Retoure Online - DHL Paket Production-Based Billing - DHL Kleinpaket - DHL Paket International - DHL Europaket - DHL Retoure International - Warenpost International 	New surcharge
	<p>GENERAL CONDITIONS</p> <p>The billing takes place at the agreed due dates together with the billing of the other products and services.</p>	
	<p>SERVICE SPECIFICATIONS</p> <ul style="list-style-type: none"> - DHL ensures the necessary customs processing in the destination country, as customs duties are imposed when shipping DHL Paket International and DHL Europaket to non-EU countries, EU exception areas, and third countries in accordance with VAT legislation, making electronic customs data and customs documents essential. - DHL is entitled to charge a fee for the effort required to make shipments exportable when their electronic customs data is incomplete or incorrect. Shipments with incorrect or incomplete customs data must be manually processed in our sorting centers. 	
	<p>REQUIREMENTS</p> <ul style="list-style-type: none"> - Attachment of all required customs documents as well as timely submission of complete electronic customs data. - Post-processing is only possible if DHL has the necessary data available from other sources (e.g., commercial invoice, export declaration). Otherwise, this may result in the return of affected shipments. 	New surcharge
Customs data post-processing	<p>APPLIED TO</p> <ul style="list-style-type: none"> - DHL Paket International - DHL Europaket 	
	<p>GENERAL CONDITIONS</p> <ul style="list-style-type: none"> - Consideration of the respective import regulations, customs import restrictions, and data requirements of the destination countries. - All information regarding the amount of the fee and the affected destination countries for customs data post-processing can be found here: dhl.de/customs-data-post-processing 	
DHL Europaket	<p>GENERAL CONDITIONS</p> <ul style="list-style-type: none"> - Only possible with EDI data transmission. DHL reserves the right, in the event of missing, incomplete or untimely submission of the required EDI shipment data, to either return the shipment to the sender at its expense or to continue the transportation of the shipment upon reimbursement of the costs incurred for EDI data completion by DHL. 	Addition
Return if non deliverable	<p>GENERAL CONDITIONS</p> <ul style="list-style-type: none"> - DHL Paket International: return fee depending on country of destination - Warenpost International / Premium: return fee independent of country of destination - DHL Europaket: return fee independent of country of destination 	Addition

In case of changes to the transport cost surcharges for shipments abroad, you can find them here in the overview dhl.de/transportcostsurcharge